

## Disclaimer

### Advice and Responsibilities:

My Better Life Coaching will seek to enable the client to improve their quality of life or level of business success and to achieve their desired outcomes. Our advice is given in best faith. Treatment is for educational purpose only. Excellent results can be achieved where clients follow a clear plan in a committed way; therefore the client has sole responsibility for taking the decisions to follow such guidance.

## Terms and Conditions

The terms and conditions below apply to all coaching provided by My Better Life Coaching to any individual or organisation ("the client") and constitute the contract for the service to be provided by My Better Life Coaching for the client. The term 'coaching' as here used covers life coaching and personal coaching for clients.

In return for the fees payable by the client (or by a third party on their behalf), My Better Life Coaching agrees to provide the service as described and in accordance with the terms and conditions set out below. The client agrees to pay fees for the service on the terms and conditions set out below (in situations where a third-party pays the fees, the third-party counts as an agent acting on behalf of the client).

The date the first (Discovery) coaching session takes place shall be deemed to be the start date for the service. Where any client is unhappy with any of the terms and conditions they can contact My Better Life Coaching to discuss any concerns and see if they can be resolved before the first (Discovery) coaching session. Participation by any individual in the first (Discovery) coaching session constitutes acceptance of these terms and conditions.

Payment Terms - Full payment is required in advance of each coaching session unless otherwise agreed (Business Coaching may allow for payment on receipt of invoice). Fees can be paid by cash, PayPal, bank transfer, or by cheque made payable to My Better Life Coaching Limited. Where receipts are requested by the client, they will be sent by e-mail unless otherwise requested.

Where payment has not been received in advance of a coaching session My Better Life Coaching is not obliged to provide the session.

Cancellation - Both My Better Life Coaching and the client have the right to cancel the contract through agreement due to unforeseen circumstances. In the event of cancellation by the client, less than three working days before the agreed start time, a charge of 50% of the agreed fee will be retained. The other 50% will be returned. If you reschedule instead of cancelling and the work begins with three months of the original date, no cancellation charge will be levied.

For details on the length of each session, see "Session & Fees" section in the website.

Travelling - We are based in Westminster, London. We cover a 10 mile radius. If you live outside of this area, please contact us to discuss availability and travel rates that may apply.

Expenses - At the time of booking it is essential that you advise of any issues surrounding access or additional expenses we are likely to incur. The following list is not exhaustive but some likely examples: Toll Roads / Congestion Charges, Meter Parking / Permit Parking etc.

Confidentiality & Privacy - My Better Life Coaching treat all information discussed with you or written to you with confidentiality. We will not divulge any part thereof to any third party, according to the Data Protection 1998 (excluding the police or a legal body) and GDPR. All data stored is on-premise and nothing is available on the internet nor held on cloud based servers.

Meetings - Both parties will agree to attend meetings on time or phone at the mutually agreed time. Both parties will agree to be fully prepared for the session.

Testimonials - On occasion My Better Life Coaching will ask clients to put forward a testimonial or act as a referee for the business to be used in different formats, such as on the website or advertising campaign. This will only happen with your permission and after you have signed an agreement to that effect.

Early Termination - My Better Life Coaching reserves the right to terminate the service to the client early or refuse treatment where inappropriate behaviour by the client or actual or potential conflict of interest exists.

In exceptional circumstances, such as illness or unavailability due to bereavement or other critical unavoidable commitments, or other reasons where My Better Life Coaching is unable to provide further coaching sessions to the client, reasonable notice of termination will be given where practicable and refund for any advance payments made for coaching sessions not yet provided will be given.

The client is entitled to terminate the service early at any time by giving 5 days written notice by email, letter or phone. Such notice will take immediate effect as soon as it is received by My Better Life Coaching. In such a circumstance the client will be entitled to a full refund for any coaching sessions already paid for but not yet provided to the client.